OUTPATIENT PHARMACY (PSO)

PHARMACIST'S USER MANUAL

Version 7.0
December 2007

(Revised March 2015)

Department of Veterans Affairs
Product Development

Revision History

Each time this manual is updated, the Title Page lists the new revised date and this page describes the changes. If the Revised Pages column lists "All," replace the existing manual with the reissued manual. If the Revised Pages column lists individual entries (e.g., 25, 32), either update the existing manual with the Change Pages Document or print the entire new manual.

Date	Revised Pages	Patch Number	Description
11/2014	11	PSO*7*438	Updated help text for patient lookup. T. Downing, PM; R. Sutton, Technical Writer
08/2014	i-iv, viii, x, 8-9, 139-140, 193, 206, 288-289, 292	PSO*7*313	Updated Outpatient Pharmacy Hidden Actions Added section on titration Updated [PSO LM BACKDOOR ORDERS] Updated [PSO BATCH BARCODE] Updated Activity Log Updated Glossary Updated Index (Y. Oloinger, PM; J. Owczarzak, Tech Writer)
03/2014	All, i-x, 42, 158, 160, 161-162, 207-208, 216, 217. 218-219, 220, 251-252, 279, 281, 289-290	PSO*7*421 PSO*7*433	Renumbered pages throughout entire document. Changed November 2010 footer dates to December 1997 per client instructions. Renumbered pages throughout entire document. Modified Revision History. Print from Suspense File Entering a New Order – ePharmacy (Third Party Billable) ePharmacy Menu NDC Validation Third Party Payer Rejects – View/Process Third Party Payer Rejects – Worklist (Discontinued TRICARE and CHAMPVA prescriptions no longer appear on the Third Party Payer Rejects - Worklist [PSO REJECTS WORKLIST]). Reject Resolution Required Rejects Added material throughout relating to new Reject Security Keys PSO EPHARMACY SITE MANAGER Access to the EPHARMACY SITE PARAMETERS [PSO ePHARM SITE PARAMETERS] option requires the new PSO EPHARMACY SITE MANAGER security key. Revised table showing Site Parameter actions and screen-shot showing related dialog.

Date	Revised Pages	Patch Number	Description
			Added option names throughout. Added revised ePharmacy Site Parameters Screen and related subscreen sections; removed discontinued functionality. Added additional index references. Added Lookup National Clean-Up Utility Data (C. Powell, PM; K. Kapple, Tech Writer)
09/2013	i – x, 2, 39, 39tt, 39uu, 39uu2 – 39yy, 39ggg - 39hhh, 39ooo, 39qqq, 54 - 54a, 55-60l, 84, 86, 95, 99, 169 - 170, 172, 174, 178	PSO*7*372 PSO*7*416	Added two new documents to Related Documentation section Added Order Check information to Chapter 14 Changed Chapter 14 heading to Processing Order Checks Updated screen captures with new checking messages Added Chapter 14.5: Dosing Order Checks Added references to the *Dosing Order Check User Manual* Updated Index (D. McCance, PM; G. Tucker, PM; G. Scorca/D. Hoff, Tech Writers)
05/2013	i, ii, vii-x, 48-48d, 95-96, 160b-160d, 167-167d, 169-170, 177 - 178	PSO*7*391	Updated Revision History Updated Table of Contents New security key named "PSDRPH" introduced. Updated Changes to OERR. Added Changes to Processing a Prescription section. Added Hash Counts and DEA Certification section. Added two System Error messages. Updates to Index (Niha Goyal, PM; John Owczarzak, Tech Writer)
01/2013	i-x, 4, 6, 8, 11, 18a-18d, 28, 29, 30a, 30c, 30d, 39y, 39bb, 39ff, 39hh, 39qq, 39tt - 39uu2, 39vv, 39ww-39ww2, 39mmm, 53, 58, 60-60o, 66, 73, 77, 79, 80, 83, 89, 100, 155, 171-176,	PSO*7*390	Added Check Drug Interaction Added Creatinine Clearance (CrCl) and Body Surface Area (BSA) to the Patient and Medication Profile displays. Added drug allergy changes Added Clinic Order section Updated Glossary Updated Index (D. McCance, PM; G. Tucker, PM; G. Scorca, Tech Writer)

Date	Revised Pages	Patch Number	Description
	177-178		
09/2012	i, iib, vii, viii, 83a – 83d, 89 – 91b, 99, 107a, 170m	PSO*7*386	Added section on HOLD and UNHOLD functionality. Updated Flagging and Unflagging Pending Orders. Updated Activity Log for HOLD/UNHOLD comments. Added PSO TECH ADV key information. (Niha Goyal, PM; John Owczarzak, Tech Writer)
03/2012	i, viii, 8, 15, 24, 35-36, 41, 160, 170a, 170e-170l, 170m-170n, 177-178	PSO*7*367	To add functionality to Outpatient Pharmacy for the printing and storing of FDA Medication Guides. Updates to Index (N. Goyal, PM; B. Thomas, Tech Writer)
03/2012	i, vii, 63,107a-107b,160-160b,171, 172, 173	PSO*7*354	Update to TOC Automated Dispensing Device (ADD) enhancement ADD, DNS, OPAI added to Glossary. (Niha Goyal, PM; John Owczarzak, Tech Writer)
02/2012	i-ii, iia-iib, v-viii, 10, 13-14, 36-37, 43, 48a-48b, 50, 67, 67a-67n, 75, 111, 117-119, 122-123, 123a-123b, 125-128, 128a-128b, 130-134, 134a-134b, 135-138, 138a-138b, 139-140, 140a-140b, 141, 141a-141b, 142-146, 147-149, 149a, 150-154, 156a-156b, 157, 170e-	PSO*7*385	Removed incorrect listing of View Additional Reject Info (ARI) action Added signature alerts Updated wording for ¾ Days Supply Hold Added rounding functionality for ¾ Days Supply Hold Added new actions Submit Multiple Actions (SMA) and Suspense Date Calculation (SMA) Added new option View ePharmacy Rx (VER) Corrected earlier formatting errors Corrected typos Updated Service Code values Updated changed security key names Added TRICARE and CHAMPVA examples of rejects on a new order Updated name of TRICARE CHAMPVA Bypass/Override Report Updated screen shots related to patch changes Updated wording based on reviewer feedback Added CHAMPVA functionality Added separate section to list changes to security keys

Date	Revised Pages	Patch Number	Description
	170f, 171-178		Added CHAMPVA to Glossary (S. Spence, PM; C. Smith, Tech Writer)
10/2011	i-ii, v-viii, 4, 7-10, 36, 56-58, 64, 66, 95, 118, 120-124, 126-127, 128-128b, 135-137, 139-145, 146-146b, 148, 149-149b, 150-153, 154-154b, 155-156, 165, 175-178	PSO*7*359	Added new action View Additional Reject Info (ARI) Expanded ECME Numbers to twelve digits Updated screen shots related to patch changes Added TRICARE to Glossary Corrected typos Corrected formatting errors from 11/10 reissue (S. Spence, PM; C. Smith, Tech Writer)
09/2011	i,vi-vii, 30a-30f	PSO*7*382	Added information regarding the new [PSO HRC PROFILE/REFILL] option. (N. Goyal, PM; J. Owczarzak, Tech Writer)
04/2011	i, viii, 8, 170a-170d, 177-179	PSO*7*343	To add functionality to Outpatient Pharmacy for the On-Demand Displaying of FDA Medication Guides. Display FDA Medication Guide [MG] added to Other OP Actions [OTH] Updates to Index (T. Leggett, PM; B. Thomas, Tech Writer)
04/2011	i, vi, vii, viii, 5, 8, 10, 27-27b, 28, 30, 39-39nnn, 40, 54-54t, 58, 59, 60-60l, 78, 82, 159, 163, 167-180	PSO*7*251	The following changes are included in this patch: -Outpatient List Manager Screen Views -Added HP and H to Hold Status -Removed DC code; Added DF,DE,DP,DD and DA -Added to Hidden Action List: IN - Removed DC code; Added DF,DE,DP,DD and DA, and - Added HP and H to Hold Status -Replaced Medication Short Profile -Inserted enhanced Order checks, Outpatient Pharmacy generated order checks -Added IN to Screen Scrape -Modified New Order Screen Scrape -Inserted Drug Allergy Screens -Updated Glossary and Index to start on odd pages (G. Tucker, PM; G. Scorca, Tech Writer)

Date	Revised Pages	Patch Number	Description
11/2010	All	PSO*7*358	Added information regarding TRICARE Active Duty Bypass/Override details (S. Spence, PM; G. Johnson, Tech Writer)

Preface

This user manual describes the functional characteristics of Outpatient Pharmacy V. 7.0. It is intended for pharmacists and technicians who are familiar with the functioning of Outpatient Pharmacy in a Veterans Affairs Medical Center (VAMC).

Chapter 3: Using the Pharmacist Menu

The options on the *Pharmacist Menu* are intended for use by pharmacists.

Example: Accessing the *Pharmacist Menu*

```
Select OPTION NAME: PSO USER1        Pharmacist Menu
Outpatient Pharmacy software - Version 7.0
```

The following options are available on the *Pharmacist Menu*:
- *Bingo Board User ...*
- *Change Label Printer*
- *Change Suspense Date*
- *Check Drug Interaction*
- *DUE Supervisor ...*
- *Enter/Edit Clinic Sort Groups*
- *External Interface Menu ...*
- *Medication Profile*
- *Pharmacy Intervention Menu ...*
- *Print from Suspense File*
- *Process Drug/Drug Interactions*
- *Pull Early from Suspense*
- *Queue CMOP Prescription*
- *Release Medication*
- *Return Medication to Stock*
- *Rx (Prescriptions) ...*
- *Update Patient Record*
- *Verification ...*

Patient Lookup

The ability to look up a patient by prescription number or wand a barcode with the prescription has been added to the patient lookup prompt on the following options.
- *Bingo Board User ...* [PSO BINGO USER]
- *Medication Profile* [PSO P]
- *Rx (Prescriptions) ...* [PSO RX]
- *Update Patient Record* [PSO PAT]

The help text for patient lookup reads as follows.

```
Enter the prescription number prefixed by a # (ex. #XXXXXXX) or
Wand the barcode of the prescription. The format of the barcode is
NNN-NNNNNNN where the first 3 digits are your station number.
        - OR -
Enter the universal Member ID number from the patient's VHIC Card
or wand the barcode of the VHIC card
        - OR -
Answer with PATIENT NAME, or SOCIAL SECURITY NUMBER, or last 4 digits
of SOCIAL SECURITY NUMBER, or first initial of last name with last 4
digits of SOCIAL SECURITY NUMBER
Do you want the entire NNNNNNNN-Entry PATIENT List?
```

(This page included for two-sided copying.)